



NHP Naval Hospital Pensacola



*Recipient of
the 2002
Navy
Surgeon's
General
Award of
Excellence in
Force Health
Protection*

*2001-2002 Picker
Institute Benchmark
Hospital #1, United
States' Most Patient-
Centered Hospital-
Continuity and
Transition
Dimension of Care*

“Steaming to Assist”

CAPT Richard L. Buck, MC, USN

July 8, 2003



NHP Naval Hospital Pensacola



Mission

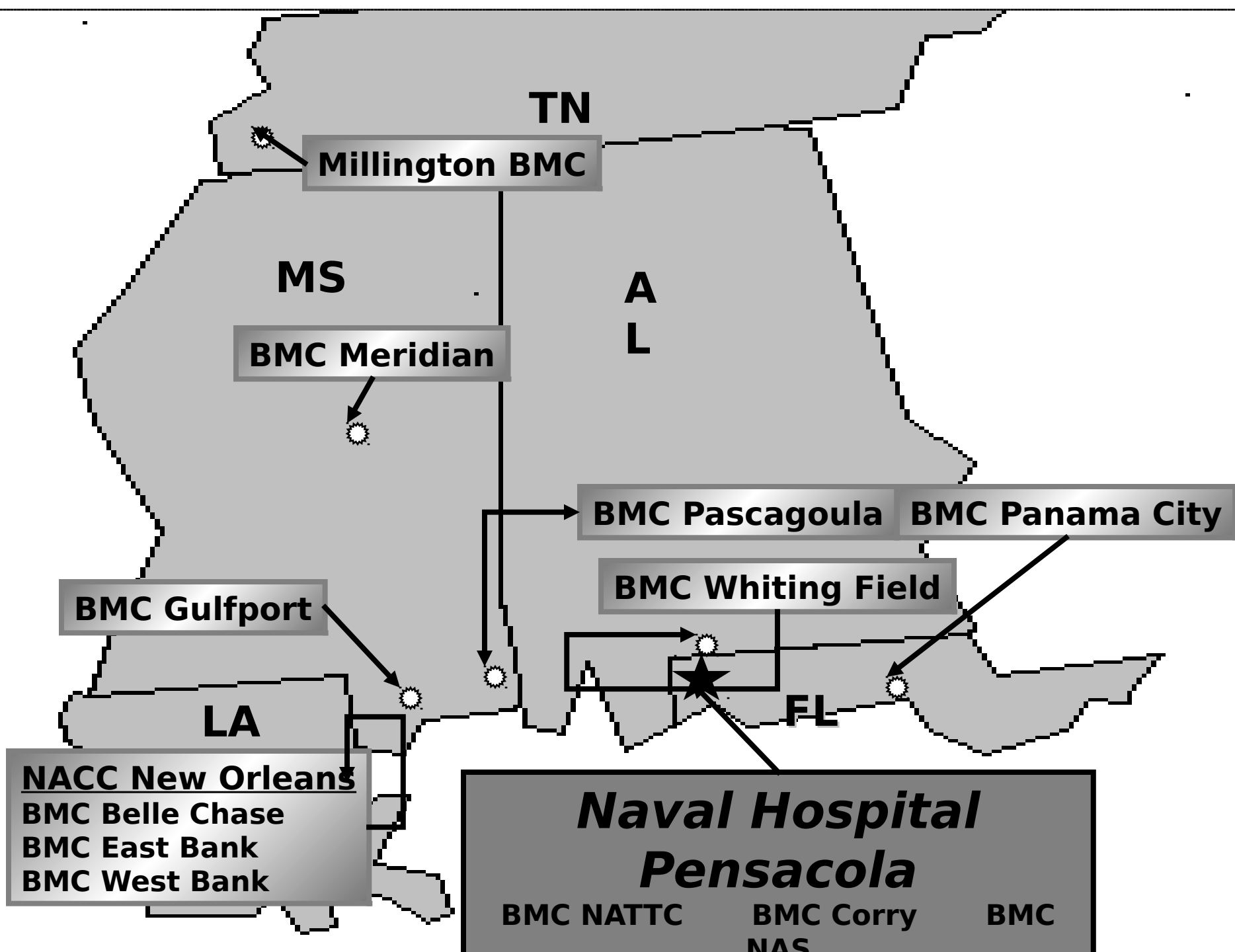
Our mission is Force Health Protection. We promote and restore the health of our Sailors and Marines, families, retired veterans and all others entrusted to our care, anytime, anywhere.

Vision

Naval Hospital Pensacola will be the provider of choice by achieving superior performance in health services and population health.

Goals

Our health services are safe, effective, patient centered, timely, efficient and equitable.





NHP Naval Hospital Pensacola



Readiness

- Fleet Hospital
- Mobilization Augmentation Program
- Mobilization/Demobilization Sites



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Patient Safety Program

- IMPACT – IHI
- Executive Walk Rounds
- Medication Reconciliation
- PYXIS
- Crew Resource Management



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Optimization

- Enrollment
- Evidence Based Medicine
- Open Access
- Pharmacy Initiatives



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Integration

- Local Level
- National Level



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Corporate Self-talk

- Muddy Boots Award
- DoD Top 10% Customer Satisfaction
- Picker Institute – Patient Satisfaction
- Zumwalt Award
- Gold Star Award – Health Promotions
- “Stars of TRICARE” Award
- Perinatal Services (LDRPs)



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Challenges

- Pharmacy
- Homeland Security
- TNEX
- Provider Profiling



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